



# Transitioning Agency Checklist

## Customer Support Services (CSS)

#	TASK	✓
1	Review the role of the VCCC during the Integration Phase and assess their services. Introduce their functions and responsibilities to agency personnel so they will know when the VCCC is the appropriate source for help or information.	
2	Review VCCC instructions and data required to set an agency up in the VCCC database. This primarily consists of the identification of individuals who will fill specific roles for each agency.	
3	Identify agency personnel fulfilling key roles and document in spreadsheet.	